

Relationship Manager

FLSA Status: Full-Time Exempt
Company: Jay-Crew Landscape, Inc.
Reports To: President



COMPANY OVERVIEW

Founded in 1996 and with offices in Indianapolis and Muncie, Jay-Crew provides full-service maintenance including Mowing, Landscape Maintenance, Landscape Enhancements, Lawn Care, Irrigation, and Snow Removal for commercial clients. Jay-Crew serves entities such as Industrial Properties, Office Complexes, Homeowner Associations, Retail Locations, Apartment Complexes, and Health Care Facilities. Our mission is to build lasting impressions through remarkable service on every project with a vision of being the most trusted landscape company by the clients we serve. Each decision we make is shaped by our values of Honesty, Pride, and Professionalism.

POSITION SUMMARY

The Relationship Manager must be able to manage existing commercial maintenance clients and be able to generate new maintenance customers as well. They must be driven to meet sales goals by renewing current clients and selling enhancement projects to our current customer base and they must be comfortable networking and generating new business. Knowledge of plants and previous horticulture experience is a must.

OBJECTIVES

1. Client Service

In business for nearly two decades, we have loyal clients who we service and renew annually. Each Relationship Manager is assigned a current client list to service and develop. Client retention rate is a key factor in succeeding in this role. Strong communication and relationship development skills are a must.

2. Business Development

Each Relationship Manager has business development goals to reach through the attraction of new clients and delivery of enhanced services to current clients. While each Relationship Manager will be supported by corporate marketing efforts, it is the responsibility of the individual to prospect, network, and close new accounts.

3. Project Management

The Relationship Manager is the point person for each of their client relationships. They are responsible for communicating with other members of the Jay-Crew team including office personnel and Project Superintendents to ensure the clients expectations are met on each and every project.

EDUCATION & EXPERIENCE NEEDED

- Required – Associate's Degree or greater from an accredited college or university
- Preferred – Bachelor's Degree from an accredited college or university
- Required – Prior experience in outside sales and service
- Preferred – Prior experience in commercial and/or residential landscaping

KNOWLEDGE & SKILLS NEEDED

- Plant knowledge and previous horticulture experience preferred
- Landscape design experience not necessary but helpful
- Must be comfortable networking and generating new business
- Strong organization and communication skills
- Ability to support multiple work assignments simultaneously
- Strong computer application skills needed
- Must take initiative and formulate a course of action to accomplish goals
- Must be adaptable and flexible in dealing with a variety of people

SUPERVISORY RESPONSIBILITIES

None

PHYSICAL REQUIREMENT OF THE POSITION

The key physical requirements of this position includes the ability to travel regularly by vehicle, lift up to 20 pounds, use of standard office equipment including computers, and movement within a standard office, sometimes with stairs.

MENTAL REQUIREMENTS OF THE POSITION

Must understand vague and implicit instructions and react favorably in all work situations; must be mentally adaptable and flexible in dealing with a variety of people. Employee must be knowledgeable in office procedures and customer service and be able to answer questions in a professional and friendly manner.

WORKING CONDITIONS

Typical work week requires 40-50 hours. Position requires additional hours when necessary to complete special projects or to respond to client requests. This role includes traveling within a prescribed market area and includes work outside.

COMPENSATION

This position is full-time, and compensation includes a competitive salary and benefits plan.

The specific statements shown in each section of this description are not intended to be all-inclusive; they represent typical elements and criteria necessary to perform the duties of the job successfully. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, or national origin. We are also an equal opportunity employer of individuals with disabilities and protected veterans.

THIS JOB DESCRIPTION DOES NOT CONSTITUTE A CONTRACT FOR EMPLOYMENT